

Command Spanish® Program Data Sheet
for
Spanish for Ophthalmologists

Materials Description and Content: *Spanish for Ophthalmologists* is published by Command Spanish®, Inc. Consumer Division and consists of an 86 page perfect-bound manual with two accompanying audio CDs. It was authored in consultation with leading professionals in the field of eye care. In addition to a special section devoted to pronunciation, this book contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Communication Strategies; Numbers; Patient Registration; Front Office Management and Patient Traffic; Patient Medical History; Preliminary Assessment; Ophthalmologic Eye Exams; Diagnosis; Treatment; Medication Issues; Patient Dismissal; Working with Children; and Working with Parents with Small Children. *Spanish for Ophthalmologists* also contains the following appendices: Spanish Alphabet; Cultural Notes; Colors; Glossary; General Dosage Vocabulary; and Universal Patient Information Forms.

Program Description: This program is designed to provide non-Spanish-speaking ophthalmologists, their assistants, and their front office staff with functional skills in Spanish. The program utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases critical to working with ophthalmological eye exam patients. **No prior knowledge of Spanish is necessary.**

Goal: To prepare non-Spanish-speaking ophthalmologists and others involved in ophthalmologic services to use Spanish language skills by enhancing their ability to professionally treat their Spanish-speaking patients.

Objectives: Upon completion, participants will be able to use Spanish to do some or all of the following: welcome and receive patients; use common expressions to guide a conversation; collect personal, medical, and insurance information; conduct a primary assessment; perform an ophthalmologic eye exam; deliver and explain diagnoses and treatments; provide assistance to children and their parents; and set appointments and dismiss clients.

Methods of Instruction: Modeling, intensive drill, choral response, alpha-beta line, learning pairs and triads, Total Physical Response, role-playing, simulations, and situation cards.

Cross-Cultural Component: Optional 1 – 3 hours based on *Spanish-Speakers and You (medical version)*.

Intended Audience: This program is intended for ophthalmologists, their assistants and front office staff. During training participants may be comprised of any combination of the above, or may be segmented into job specific groups.

Length of Instruction: 12-30 hours.

Special Considerations: None

Table of Contents

Audio CD Track List iv
Acknowledgements, Advisors, and Consultants..... v
Spanish Pronunciation viii

Chapter 1: Greetings and Goodbyes..... 1
Chapter 2: Etiquette and Social Niceties 3
Chapter 3: Communication Strategies..... 5
Chapter 4: Numbers..... 7
Chapter 5: Patient Registration 11
Chapter 6: Front Office Management and Patient Traffic 13
 Unit A: Front Office Management..... 13
 Unit B: Patient Traffic 14
Chapter 7: Patient Medical History 15
Chapter 8: Preliminary Assessment 21
Chapter 9: Ophthalmologic Eye Exams 29
Chapter 10: Diagnosis..... 39
Chapter 11: Treatment 45
Chapter 12: Medication Issues 49
Chapter 13: Patient Dismissal 51
Chapter 14: Working With Children..... 55
Chapter 15: Working With Parents With Small Children..... 57

Appendix A: Spanish Alphabet..... 61
Appendix B: Cultural Notes 62
Appendix C: Colors..... 63
Appendix D: Glossary..... 64
Appendix E: General Dosage Vocabulary..... 69
Appendix F: Universal Patient Information Forms 70

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